



TELECOMMUNICATIONS DIVISION

DIRECTORY LISTING COORDINATOR

BULLETIN 05-01

January 3, 2005

SUBJECT: NEW – SELF-ADMINISTRATION UPDATES TO THE ON-LINE CALIFORNIA STATE TELEPHONE DIRECTORY (CSTD)

ACTION:

- The Directory Listing Coordinators (DLCs) should provide a copy of this bulletin to others in their agency/department as needed to help maintain accurate California State Telephone Directory (CSTD) listings.
- Beginning January 12, 2005, DLCs will use a new **self-administration** process (DLCs can make direct changes to the CSTD), to submit updates to the on-line CSTD database on a continuous basis as changes occur. This new process will replace the current manual update process.
- DLCs not currently registered with the DGS-TD, Office of Network Services (ONS), should immediately submit a DLC Designation Form. This form with instructions is available at <http://www.td.dgs.ca.gov/Services/ONS/DLCResponsibilities.htm>.

BENEFITS:

- The use of self-administration will provide DLCs the ability to continuously update the CSTD database, creating a more timely and accurate on-line directory.
- The new process also saves the DLCs and the ONS Directory Services (ONS-DS) time, and is easier to use as it bypasses the current cumbersome and time-consuming manual process.
- The CSTD software is designed to reduce input errors, thus making the update process easier for DLCs and helping to ensure a more accurate directory.
- Continuous updates will enable the State Information Agents (State Operators) to provide callers with the most current information, and provide for an expedited process when printing the CSTD books.

KEY POINTS:

- The DGS-TD upgraded the CSTD on-line screens to allow DLCs to self-administer their employee and agency listings (white and yellow pages). The new process was tested by five pilot agencies, and is available to all DLCs starting January 12, 2005.
- To help make the CSTD as accurate as possible, DLCs are expected to input changes to the CSTD information on a continuous basis as changes occur. Be sure to update all impacted areas of the CSTD (both white and yellow pages).

- After the changes are entered into the CSTD screens, the ONS-DS will review and edit them as needed in coordination with the submitting DLC, before changes are posted to the on-line CSTD. This may cause a slight delay, but should assist with providing accurate information.
- The updated CSTD screens and templates appear and operate very similarly to the previous system. An on-line tutorial is available to assist DLCs in completing updates to the CSTD, and is the primary education tool to learn how to use the new screens.
- ONS-DS will begin contacting each DLC with their User Identification Code, Password, and web address for log-in to the new system during the week of January 3, 2005. Please remember that these codes and the web address are confidential and are not to be shared with others. If a back-up DLC is required, they must complete a DLC Designation form as noted in the bullet below, and can then be given the information.
- Agency listing coordinators that have not yet registered with the DGS-TD ONS, should do so immediately in order to obtain the log-in information. For information on DLC responsibilities and instructions to submit the DLC Designation form, see the DGS-TD homepage at <http://www.td.dgs.ca.gov/Services/ONS/DLCResponsibilities.htm>.

BACKGROUND:

The on-line CSTD is a service provided to government agencies and the public. It is designed to improve access to government information and services. The CSTD includes 52,000 "White Pages" employee listings with email addresses, 22,000 "Yellow Pages" agency listings, State Government Organization Charts, a keyword search, 9-1-1 instructions, dialing and other pertinent information.

The on-line CSTD database provides updates to the system used by the State Information Agents, and is the basis for the printed CSTD book. The DGS-TD relies solely on the information provided by the DLCs to maintain these directory listings.

To view previous DLC Bulletins, refer to the DGS Telecommunications website at www.td.dgs.ca.gov. In the right side navigation panel, click on "Network Publications" and select "DLC Bulletins 2004". There is also a link to the bulletins on the ONS Home Page.

If you have any questions regarding this bulletin, or need additional information or assistance, please contact Linda McFalls at (916) 657-9752, CALNET 8-437-9752, or by e-mail at Linda.McFalls@dgs.ca.gov. If Linda is unavailable, call the Resource Communications Center at 1-800-807-6755 or at (916)-657-9903.



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